Respondus 2.0 User Guide for Blackboard

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I. Getting Started

Respondus is a powerful tool for creating and managing exams that can be printed to paper or published directly to Blackboard. Exams can be created offline using a familiar Windows environment, or moved from one eLearning system to another.

Computer Requirements

Respondus requires Windows 95 or higher, 32 MB of RAM, 6 MB of free hard disk space, and a 800x600 monitor. Respondus must be used in conjunction with Blackboard. Windows 95 users should note that Internet Explorer 4.0 or higher must be installed in order to use the "Preview" task in Respondus. (Internet Explorer does **not** have to be selected as the default browser.)

Apple Macintosh users can run Respondus using Windows emulation software such as Connectix Virtual PC.

Installation and Setup

Fill out the Respondus Software Request Form at http://www.ecs.fau.edu/Support/helpdesk/eforms/respondus.htm. You will receive an e-mail from ITSS with installation and setup instructions.

Choose a Course Management System (CMS) Personality

Immediately after the Respondus software is activated, you are prompted to select a Course Management System (CMS) "personality." Respondus offers various user environments (called personalities) that parallel the features and terminology used by specific course management systems, such as Blackboard, eCollege and WebCT. You can change the "personality" at any time in Respondus from the *Start* menu.

On-line Help

Respondus includes a full-featured help system that includes an index and context-sensitive help. To view the on-line help, choose "Help Topics" from the pull-down Help menu and select a topic. You can also press the F1 key from within Respondus to obtain context-sensitive help. Throughout the program you will additionally see small buttons having a "?" symbol. When the button is clicked, information on that particular option or task is provided.

If you encounter a question that is not answered in the on-line help or in this manual, you are encouraged to visit the "Support" section of our web site (www.respondus.com). There you will find Frequently Asked Questions (FAQ) and other resources.

The remainder of this user manual is organized according to the five menus used in the "Blackboard 6.x Personality" of Respondus: **Start**, **Edit**, **Settings**, **Preview & Publish**, and **Retrieval & Reports**.

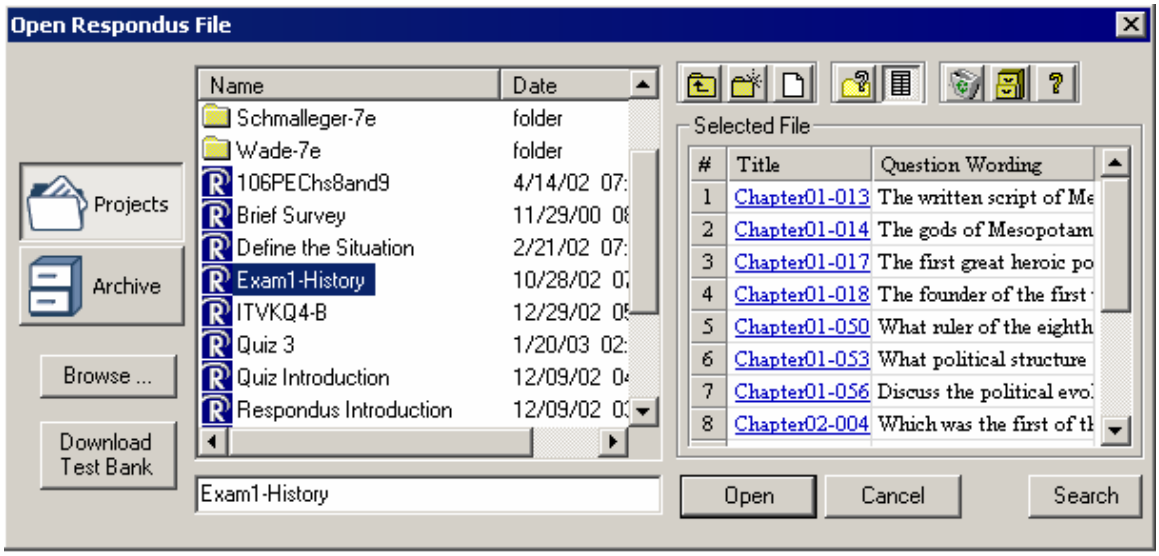
II. Start Menu (Blackboard Personality)

Overview of Start Menu

The *Start* menu provides the ability to **Open** a Respondus file, **Create** a new file, and **Import** questions from a text file. The **Exam Wizard** provides the easiest way to create an exam from an existing set of questions. The **Archive Wizard** allows you to archive an exam or survey, including all media components and equations, with a single click.

Opening a File

From the *Start* menu, click the **Open** button. The following window will appear:



Highlight an exam or survey project by clicking it once. To obtain information on the project, select either of the two center buttons located to the top right of the file list. Select the “Item List” button (right of center) to view a list of the questions that are available in the highlighted project. To preview a particular question, click the “title” of the question. To open a highlighted project, click the **[Open]** button at the bottom of the window. (Double-clicking a file name will also open it.)

Respondus allows projects to be organized within folders. For example, you can place the exams for a particular course within a folder rather than having exams for all courses listed together. To create a new folder, click the “Create New Folder” button located second from left. To navigate down a level within a folder, double-click on the folder itself. To navigate up a level, click the “Up One Level” leftmost button on the row.

The **[Browse…]** button, located on the lower left side of the window, allows you to find a Respondus file (.rsp) located elsewhere on your hard drive and ***copy*** the file to the “c:\Respondus Projects” folder. It does *not* move the file or open it directly, rather, it creates a new “Projects” folder based on that file. The **[Browse…]** button can also be used to locate a Respondus “archive” file (.rsa or .rpa) and to restore it to the Projects directory (see *Restoring an Archive File*).

The **[Search]** button allows a file to be searched prior to opening it (it can only be used if the "Item List" button is selected). Searching is particularly useful if you are trying to locate a file that contains a particular question or set of questions.

The **[Download Test Bank]** button is used to download test banks that are distributed by textbook publishers. (This feature allows a publisher to securely distribute a test bank in Respondus format via the Internet.) To download a test bank, enter the File Code that has been supplied to you by the publisher. If applicable, also enter the password and any additional information that has been provided to you. Respondus will automatically locate, download, and decrypt the test bank file and restore it to the Respondus *Projects* folder.

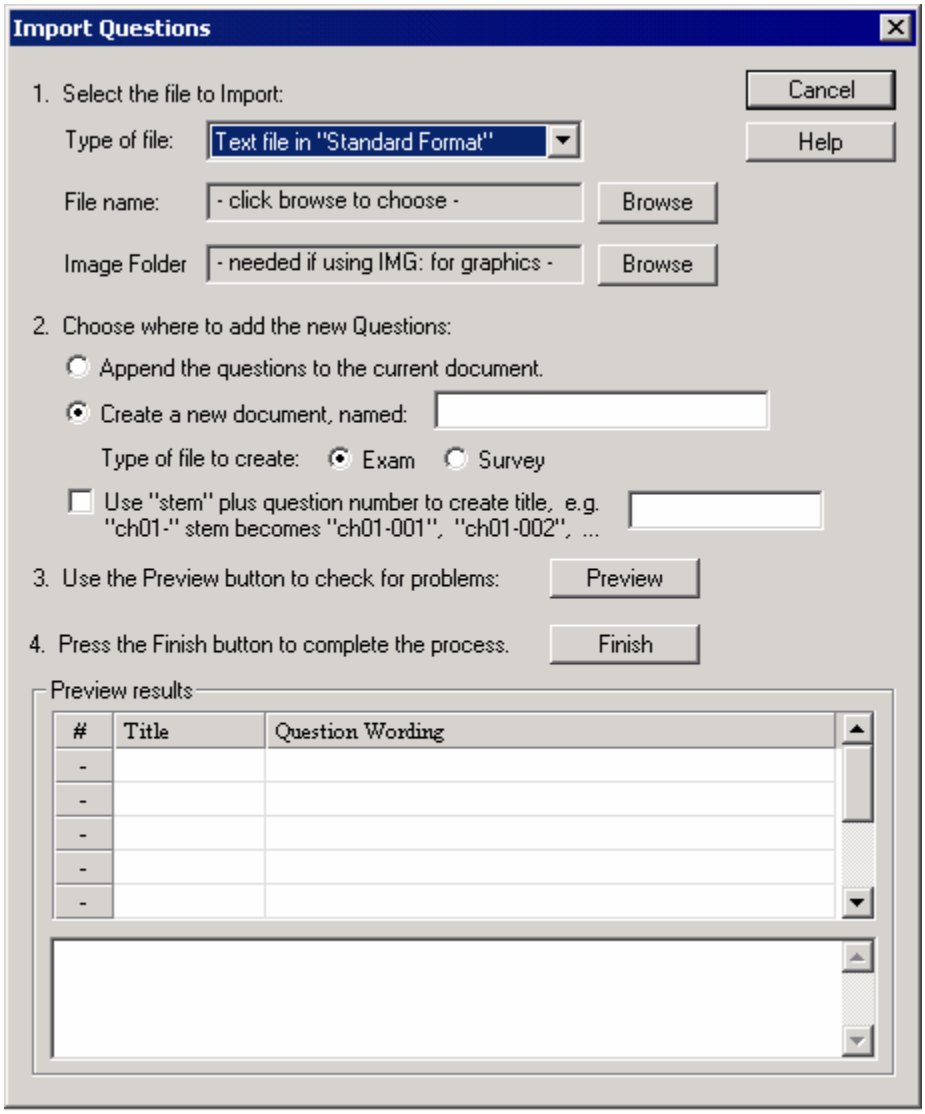
Once a file is opened, the screen automatically changes to the *Edit* menu.

Creating a File
From the *Start* menu, select the **Create** button to create a new file. You are first prompted to enter a file name and a description for the file. Then you must indicate whether the file is an "Exam" or a "Survey." The type of file you create (or open) will determine the features that are available throughout the program. Click **[OK]** when you are finished. Once a file is created, you are automatically switched to the *Edit* menu. This is where you add questions to the file.

Importing Questions
Respondus allows you to import multiple choice, true-false, essay, fill in the blank, matching, and multiple answer questions from a file. The questions must be organized in a format that is acceptable to Respondus and the file must be stored in text (.txt) or rich-text (.rtf) format. (All word processors have the capability of saving files to .txt or .rtf format--so does the WordPad application in Windows.)

The formatting required for the file being imported is discussed in the section below entitled "The Standard Format for Importing." Once the file is in the Standard Format, follow these steps to import it into Respondus.

Starting the Import
From the *Start* menu, select the **[Import Questions]** task. The following dialog will appear:



Step 1

The first step is to select the type of file that will be imported. The “Standard Format” required by Respondus is the same for "text" (.txt) files and "rich text” (.rtf) files. If the file being imported is saved as a rich text (.rtf) file, it has the advantage of retaining some of the original formatting, including bold, italic, underline, superscript, and subscript (other rich text formatting is dropped.)

Next, use the **[Browse]** button to locate and select the file to be imported.

If you are importing a rich-text file that contains “IMG:” tags that specify the location of images (see *Importing Images* below), the next step is to browse to the folder that contains those images.

Step 2

Specify whether the questions should be appended to the currently open file or whether to create an entirely new file. If you select the second option you will need to enter the

name of the file to be created and indicate whether the file should be an “Exam” or “Survey.”

Each question being imported will have a “title”. If you don’t specify a title for each question in the text file itself (discussed below), Respondus will automatically use the first 20 characters of the question wording as the question title. Alternatively, titles can be based on a specific “stem” (or string of text) which will then be followed by consecutive numbering starting with 001. For example, if you select the “Use stem...” checkbox and enter the text “Chapter1-”, the title for the first question being imported will be Chapter1-001, the title for the second question will be Chapter1-002, and so on. (You are ***not*** required to enter a stem phrase--this feature is entirely optional.)

Step 3
Click the **[Preview]** button to preview the file being imported and to see if there are any warning messages. If warning messages are shown at the bottom of the screen, you need to determine whether to make changes to the text file or whether to continue with the import.

Note that some warning messages can be ignored. For instance, Respondus might give the warning *“2 duplicate titles were changed by adding `2’ (or 3, 4...)”*. This is simply indicating that two of the question titles for the file being imported are identical (remember, question titles are generated from the first 20 characters of the question wording). Since two question titles in Respondus cannot be identical, the warning message is simply indicating that the duplicate title is having a number such as “2” added to the end of it to make it distinct. This change does not affect the question itself (titles aren’t displayed during an exam), so most users can safely ignore this warning.

Step 4
If you are satisfied with how the results look in Preview, click **[Finish]** to complete the import. The Respondus file has now been created or appended. Switch to the *Edit* menu to modify the file, or go to the *Preview* tab to view the file using a browser-like window.

The Standard Format for Importing
Respondus will import multiple choice, true-false, essay, fill in the blank, and multiple answer questions. The text (.txt) file must be organized in a “Standard Format” before it can be imported into Respondus. The Standard Format for multiple choice questions has *required elements* and *optional elements*, each of which is described below. This section is followed by an explanation of the formatting required for true/false, essay, fill in the blank, and multiple answer questions.

Required Elements *(Multiple Choice)*
Each question must begin with a *question number*, followed by either a period “.” or a parentheses “)”.

Example: **3)**
Example: **3.**

The *question wording* must follow the question number. (Note: at least one space should be between the question number and the question wording.)

Example: **3) Who determined the exact speed of light?**

Example: **3. Who determined the exact speed of light?**

Each *answer* must begin with a letter (A-T) followed by a period "." or a parentheses ")".

Example: **3) Who determined the exact speed of light?**

a. Albert Einstein
b. Albert Michelson
c. Thomas Edison
d. Guglielmo Marconi

Optional Elements *(Multiple Choice)*

A "title" can be imported with each question. If a title is not provided for a question, the first 20 characters from the question wording will be used as the question title. Titles must be placed at the beginning of a question and begin with "Title:" followed by the actual text for the title. If the title exceeds 20 characters, the remaining characters will be dropped during the import.

Example: **Title: Speed of Light**
3) Who determined the exact speed of light?

a. Albert Einstein
b. Albert Michelson
c. Thomas Edison
d. Guglielmo Marconi

For imports into an exam file, *correct answers* can be indicated in two ways. First, you may place an asterisk (*) directly in front of the answer choice (do **not** put a space between the asterisk and the answer choice).

Example: **Title: Speed of Light**
3) Who determined the exact speed of light?

a. Albert Einstein
***b) Albert Michelson**
c) Thomas Edison
d. Guglielmo Marconi

The second option is to place a list of correct answers at the end of the file. The list must begin with the word "Answers:" and must be positioned at the end of the file. (Note: Any text after the answer list will be ignored.)

Example: **Answers:**
1. A
2. C
3. B

If neither method is used to select a correct answer, Respondus will automatically select the letter "A" as the correct answer. Don't worry, you will be warned if a question does

not have an answer selected for it prior to completing the import. (Note that survey files should not have “correct answers” indicated. If you are importing questions into a survey file, any correct answer designations will be ignored.)

With an Exam file, *general feedback* can be imported by placing the tilde “~” symbol in front of the feedback for a correct answer. The @ symbol can be used to indicate the feedback for incorrect answers. There must be at least one space to the right of the ~ and @ symbols and the text you want displayed for the feedback.

Example:

Title: Speed of Light
3) Who determined the exact speed of light?

a. Albert Einstein
***b) Albert Michelson**
c) Thomas Edison
d. Guglielmo Marconi

~ Yes. Albert Michelson won the Nobel Prize for Physics for determining the exact speed of light.

@ No. The correct answer is Albert Michelson, who won the 1907 Nobel Prize for Physics for determining the exact speed of light.

(Note: if you are importing questions into a survey file, all feedback designations will be ignored.)

To import feedback for individual answer choices of *multiple-choice* questions (only available with Blackboard 6 and higher), place the feedback immediately after the answer choice and begin the line with the @ symbol. There must be at least one space between the @ symbol and the feedback text.

Example:

Title: Speed of Light
3) Who determined the exact speed of light?

a. Albert Einstein
@ No. Albert Michelson determined the exact speed of light.

***b) Albert Michelson**
@ Yes. Albert Michelson won the Nobel Prize for Physics for determining the exact speed of light.

c) Thomas Edison
@ No, Thomas Edison did not determine the exact speed of light.

d. Guglielmo Marconi
@ No. Marconi did not discover the exact speed of light, but he did win the Nobel Prize for Physics for his work with radio waves.

<u>Importing True and False Questions</u>

The process of importing “true and false” questions is similar to that used for importing multiple choice questions (see above). Both of the following examples are valid ways to format a true and false question for importing purposes.

Example: **3) Albert Michelson determined the exact speed of light?**

***a) True**
b) False

Example: **3) Albert Michelson determined the exact speed of light?**

***a. T**
b. F

It’s important to note that the “True” (or “T”) answer choice must be listed prior to the “False” (or “F”) answer choice in order for Respondus to recognize it as a true and false question type. (If “False” appears first in the list, the question will be imported as a “multiple choice” question).

To include a “title” or “feedback” with the true and false question, follow the same formatting rules described above for multiple choice questions. For instance,

Example: **Title: Light speed**
3) Albert Michelson determined the exact speed of light?

***a. True**
b. False

~ Correct. Albert Michelson won the Nobel Prize for Physics for determining the exact speed of light.

@ Incorrect. Albert Michelson determined the exact speed of light and won the 1907 Nobel Prize for Physics for his efforts.

A second way to designate a correct answer for a true and false question is to place it in a list of correct answers at the end of the file. The list must begin with the word “Answers:” and must be positioned at the end of the file. (Note: Any text after the answer list will be ignored.) The correct answer for a true and false question can be designated in three ways: (1) the complete word “True” or “False,” (2) the letter “T” or “F,” or (3) the alphabetical letter “A” (for true) or “B” (for false). For example, the formatting of each of the following answers is acceptable for true and false questions in which all of the answers are “true”:

Example: **Answers:**
1. True
2. T
3. A

Importing Essay Questions

The logic for importing essay questions is similar to what is described above for Multiple Choice and True & False questions. The primary difference is that the first line of formatting must begin with “Type: E”. This is followed by the “Title” (which is optional), the question number, and the question wording.

Example: **Type: E**
Title: Michelson-Morely experiment

4) How is the Michelson-Morely experiment related to Albert Einstein’s theory of relativity?

If you are importing an essay question into an Exam file, you can supply an answer two different ways. First, you may provide an answer immediately after the question wording, beginning the answer with “a.” or “a)” (without the quotes).

Example: **Type: E**
Title: Michelson-Morely experiment

4) How is the Michelson-Morely experiment related to Albert Einstein’s theory of relativity?

a) In 1887, Albert Michelson and Edward Morely carried out experiments to detect the change in speed of light due to ether wind when the Earth moved around the sun. The result was negative. They found the speed of light is always the same regardless of Earth's motion around the sun. Scientists were puzzled with this negative result, and they didn't know how to explain it. Albert Einstein came up with the answer in his famous second postulate in theory of relativity: that the speed of light (in vacuum) is always constant and absolute, regardless of its source's motion and observer's movement.

The second way to supply an answer for an essay question is to place it in a list of correct answers at the end of the file. As described above with multiple choice questions, the list must begin with the heading “Answers:” and must be positioned at the end of the file. The answer to an essay question should begin with the corresponding question number, followed by either a period “.” or a parentheses “)”. This is then followed by a space and then the answer.

Example: **Answers:**
1. A
2. C
3. B
4. In 1887, Albert Michelson and Edward Morely carried out experiments to detect the change in speed of light due to ether wind when the Earth moved around the sun. The result was negative. They found the speed of light is always the same regardless of Earth's motion around the sun. Scientists were puzzled with this negative result, and they didn't know how to explain it. Albert Einstein came up with the answer in his famous second postulate in theory of relativity: that the

speed of light (in vacuum) is always constant and absolute, regardless of its source's motion and observer's movement.
5. B

Again, all answers are ignored if they are imported into survey files.

Importing Fill in the Blank Questions

Fill in the blank questions may be imported by starting the first line of formatting with "Type: F". This is followed by the "Title" (which is optional), the question number, and the question wording.

Example:
Type: F
Title: Who invented television?
5. Who is known as the "father of television"?

Respondus allows only one correct answer per question, but it does permit you to enter multiple forms of that answer.

Example:
Type: F
Title: Who invented television?
5. Who is known as the "father of television"?

a. Zworykin
b. Vladimir Zworykin
c. Vladimir Kosma Zworykin

Answers can also be placed at the end of the file, using a format similar to multiple choice questions. The only difference is that you can enter multiple forms of an answer by repeating the question number.

Example:
Answers:
1. A
2. C
3. B
4. C
5. Zworykin
5. Vladimir Zworykin
5. Vladimir Kosma Zworykin
6. B

Importing Matching Questions

The process of importing a "matching" question is similar to what is described above for importing multiple choice questions, but there are some key differences. The first line of formatting must begin with "Type: MT". This is followed by the "title" (which is optional), the question number, and the question wording.

Each *answer* (which consists of both parts of a correct match) must begin with a letter (a-t) followed by a period "." or a parentheses ")". The two parts of the match must be separated with an "=" symbol and there should not be any hard returns or blank lines within either parts of the answer.

Example: **Type: MT**
Title: Scientific discoveries

4) Match the correct name to the discovery or theory.
a. Michelson-Morely = Speed of light
b. Einstein = Theory of Relativity
c. Marconi = radio waves

Spaces before or after the "=" symbol are optional, but it is important that an answer only uses the = symbol for the purpose of separating the two parts of the match. If you plan to list correct answers for other questions at the bottom of the document, simply skip the number for all questions that are of the matching variety.

Importing "Multiple Answers" Questions

The logic for importing questions that have multiple answers is similar to what is described above for importing multiple choice questions. (Multiple Answers questions are, essentially, multiple choice questions in which more than one correct answer can -- and generally should -- be selected by the student). The primary difference is that the first line of the formatting must begin with "Type: MA". This is followed by the "Title" (which is optional), the question number, and the question wording. Correct answers are designated with an asterisk.

Example: **Type: MA**
3) Which of the following individuals are credited with determining the exact speed of light?

a. Albert Einstein
***b. Albert Michelson**
c. Thomas Edison
***d. Edward Williams Morley**

To include a "title" or "feedback" with the Multiple Answers question, follow the same formatting rules described above for multiple choice questions. For instance,

Example: **Title: Speed of Light**
3) Which of the following individuals are credited with determining the exact speed of light?

a. Albert Einstein
***b. Albert Michelson**
c. Thomas Edison
***d. Edward Williams Morley**

~ Yes. Albert Michelson and Edward Williams Morley collaborated on a series of experiments that eventually led to the exact determination of the speed of light.

@ No. Albert Michelson and Edward Williams Morley collaborated on a series of experiments that eventually led to the exact determination of the speed of light.

A second way to designate correct answers for questions with multiple answers is to place them in a list of correct answers at the end of the file. The list must begin with the word “Answers:” and must be positioned at the end of the file. If a question has been designated as a Multiple Answers type using “Type: MA”, then correct answers can be shown in a list in one of three ways: (1) placing a blank space between the letters representing the correct answers, (2) placing a comma between the letters representing the correct answers, or (3) placing a comma and a blank space between the letters representing the correct answers. For example, the formatting of each of the following answers is acceptable for multiple answer questions.

Example: **Answers:**
1. B D
2. B, D
3. B,D

Important: Once the import file is organized to the specifications described above, it should be saved to a rich-text (.rtf) or a text (.txt) file. It is then ready to be imported by Respondus.

Importing Images with Questions

It is possible to import images along with question text. The images must be in gif, jpg, or jpeg format and a tag must be placed at each location in the text file where the image should appear. The image tag would follow this sequence: **[img: “filename.jpg”]**.

Example: **3) The interferometer, shown here [img: “interferometer.jpg”], was used by which of the following scientists.**
a. Albert Einstein
***b. Albert Michelson**
c. Thomas Edison
d. Vladimir Zworykin

To include alternative text for ADA-compliant screen readers, place the desired text in a second set of quotes immediately following the quotes that contain the file name:
[img: “interferometer.jpg” “Picture of an interferometer”].

All images that are being imported must be placed in a single folder. During the import process, the location of the image folder must be specified in the first step. After the import is complete, the images will appear inline with the question text.

Exam Wizard

The *Exam Wizard* helps familiarize new users with the basic functions of Respondus. In addition, the Exam Wizard is the best way to create an exam using questions contained in one or more Respondus files, such as a publisher test bank. The Exam Wizard allows questions to be randomly selected from the files and point values can be assigned across an entire question type. (The discussion below primarily relates to Exam files. Fewer features are available if the file being created or appended is a Survey file.)

To begin, select the **Exam Wizard** button from the *Start* menu. The first page of the wizard offers three choices. Select the top choice that states “Create a new exam and then copy questions to it from a question bank or Respondus file” and click [Next]. The next page of the wizard requires you to provide a name and description for the exam

being created. Click [Next] once this information has been entered. The next page of the wizard prompts you to select the Respondus files from which the questions will be copied. Highlight a file and click the [Select] button. Repeat this process until all files from which you want to select questions are selected. Click [Next] to continue.

The next page of the wizard prompts you to select one of the source files chosen in the previous step. You then have the choice of using *Automatic Selection* or *Manual Selection*. When Automatic Selection is chosen, the current number of questions for each question type is displayed in the "Available to Select" column. In the next column, enter the number of questions you want selected for each question type. Then enter the point values to be assigned to each question type (this step is optional--if you leave the "points per question" field blank, the point values from the original file will be used). When all entries are finished, click either the **[Add to End of List]** button or the **[Insert Into List]** button. Repeat this process for each source file.

The *Manual Selection* option allows the questions for each file to be viewed before making a selection. In fact, you can preview individual questions by clicking the title of a question, or by searching the entire list of questions by clicking the **[Keyword Search]** button at the top right. To select questions from this list, simply click in the column furthest to the left--a checkmark will appear next to the question. When you are finished with your selections, click either the **[Add to End of List]** button or the **[Insert Into List]** button. Repeat this process for each source file.

The *Automatic Selection* and *Manual Selection* options may be combined. You may also reselect a file from the pull-down list and choose additional questions from it. However, Respondus will prevent you from selecting a question more than once.

Once questions have been added to the list at the bottom of the screen, you may edit the point values manually. To delete a question from the bottom list, or to move it to a different location in the list, click the blue title and select the desired option. Finally, notice that a tally of the total number of questions and point values appears at the top right corner of the lower grid.

The next and final page of the wizard is self-explanatory. It provides a variety of options as to what can occur next. For example, to edit questions in the file, you would select the option to go to the Edit menu. To preview or print the exam, you would select that option, and so on.

Click **[Finish]** to complete the wizard. (Note: Respondus does not permit you to copy questions from a Survey file to an Exam file. Also, some features in this task are disabled when the file being created is a Survey.)

Archive Wizard

The *Archive Wizard* in Respondus allows you to archive an exam or survey, including all media components and equations that may be associated with it. An entire "tree" of folders can also be archived. The Archive Wizard and related tasks are useful for doing routine backups, to create a ready-to-use exam/survey file that can be e-mailed to a colleague, or for organizing the "Projects" folder so that only current files are displayed. Archive files require considerably less hard drive space because the contents are stored in a compressed format.

Creating an Archive File

To create a Respondus archive file, go to the *Start* menu and select the "Archive Wizard" tab. A directory of the Respondus Projects folder is now displayed. Highlight the file or folder that you want to archive and click [Next]. The next screen specifies the name of the file or folder that will be archived, plus the location of the archive file once it is created. (It is possible to choose a different location, but this is not recommended since it will later require additional steps to restore the archived file). The final screen of the wizard indicates that the archiving is complete and provides the location of the archived file. Additional information is provided in a "Notes" section.

There is a faster way create Respondus archive files, albeit without the guidance of a wizard. From the *Start* menu, select the *Open* task. Two large buttons appear on the left side of the window: *Projects* and *Archive*. The *Projects* folder is where all active Respondus files and folders are stored. When files are archived, they are placed in the *Archive* folder. To archive a file, click once on a file (or folder) in the *Projects* area and then click the small button on the toolbar at the right named *Create Archive File* (the icon looks like a filing cabinet). A name for the archive file is suggested by Respondus; you may accept this name or provide a different one. When the [OK] button is clicked, all files associated with the exam (including media objects) are compressed into one file and it is placed in the *Archive*. If you are archiving a folder that contains multiple Respondus files, all the files contained within the folder will be included in the archive file. It is important to note that the original Respondus files are **not** deleted from the *Projects* area when they are archived. If you want to delete the original Respondus files, highlight them again in the *Projects* area and select the *Delete File* button (it looks like a "recycle waste basket") located on the toolbar at the right.

If you accepted the standard settings when Respondus was installed, the archived files will be located on your hard drive at **c:\Respondus Projects\Archives** . The files will have the extension ".rsa". The .rsa files can then be copied to another location for backup purposes or sent to a fellow user of Respondus.

Restoring an Archive File

There are two ways to restore a Respondus archive file (.rsa, .rpa) to the *Projects* area. The first approach works only if the archive file was saved to the default Archives folder (which can generally be found at c:\Respondus Projects\Archives. From the *Start* menu in Respondus, click the *Open* button. Select the large *Archive* button on the left side of the screen, highlight the file you want to restore, and click the **[Open]** button at the bottom right. The archived file or folder will then be restored and copied to the *Projects* folder. To then open the restored file in Respondus, click the *Projects* button and select the restored file.

If the archive file (.rsa, .rpa) is not located in the *Archive* folder, make sure the *Projects* button is selected and click **[Browse…]**. Navigate to the location of the archive file, highlight it with your mouse, and then click **[Open]**. The archive file will be restored and copied to the *Projects* folder at this point. You will then need to open the file in the *Projects* folder in order to view or edit it.

Please note that an archive file is not deleted from its original location when it is restored to the *Projects* folder.

Changing the CMS "Personality" and Converting Files

Each course management system (e.g., Blackboard, eCollege, WebCT) is different in terms of the question types it offers, the approach it uses to create and manage exams, and even the terminology that is used. This is why Respondus allows the user to select an environment or "personality" that matches a particular course management system. For example, one user might use the "WebCT" personality, another might select the "eCollege" personality, yet another might choose a "Blackboard" personality, and so forth. Each user will feel right at home because the features and terminology will closely parallel their course management system.

Changing the Personality

To switch to a different personality in Respondus, go to the *Start* menu and select the desired personality from the list that appears at the top of the screen. If the currently open file was created (or imported) using a different Respondus personality, a message will warn you of this and indicate that the file will be converted to the new personality if you continue. Click [OK] to continue and you will see one or more warnings of what will be modified when the file is converted. In some situations, you will be given a choice of how certain items will be converted. For instance, if you are converting a file from the WebCT 3.x personality to the Blackboard 5.x personality, you may encounter a message asking how "feedback" for answers should be handled.

After the file is converted, a screen will detail every modification or change that occurred to the file during the conversion process. You must then determine whether to "replace the current file" with the newly converted file, or to "save as a new file".

If you plan to convert a large number of files and you want to use the same conversion settings, it is recommended that you go to the File>Preferences>Conversion screen and set your conversion settings accordingly. In this way you won't have to specify your conversion preferences each time you convert a file.

If you are unsure which CMS personality was used to create a file, go to the *Start* menu, select Open, highlight the Respondus file, and select the "General Information" button from the small toolbar at the right (represented by a file folder with an overlaying question mark.) The CMS personality that was used to create the file will be displayed in the information window below.

Quarantined Questions (after a file is converted)

Some course management systems have question types that simply cannot be used by other course management systems. During the conversion process, Respondus will provide the option to drop such questions or have them "quarantined" in the newly converted file. In most situations it is best to drop the question entirely. But if, at a later time, you plan to use the converted file with the original course management system, the quarantine option will preserve the questions for this purpose.

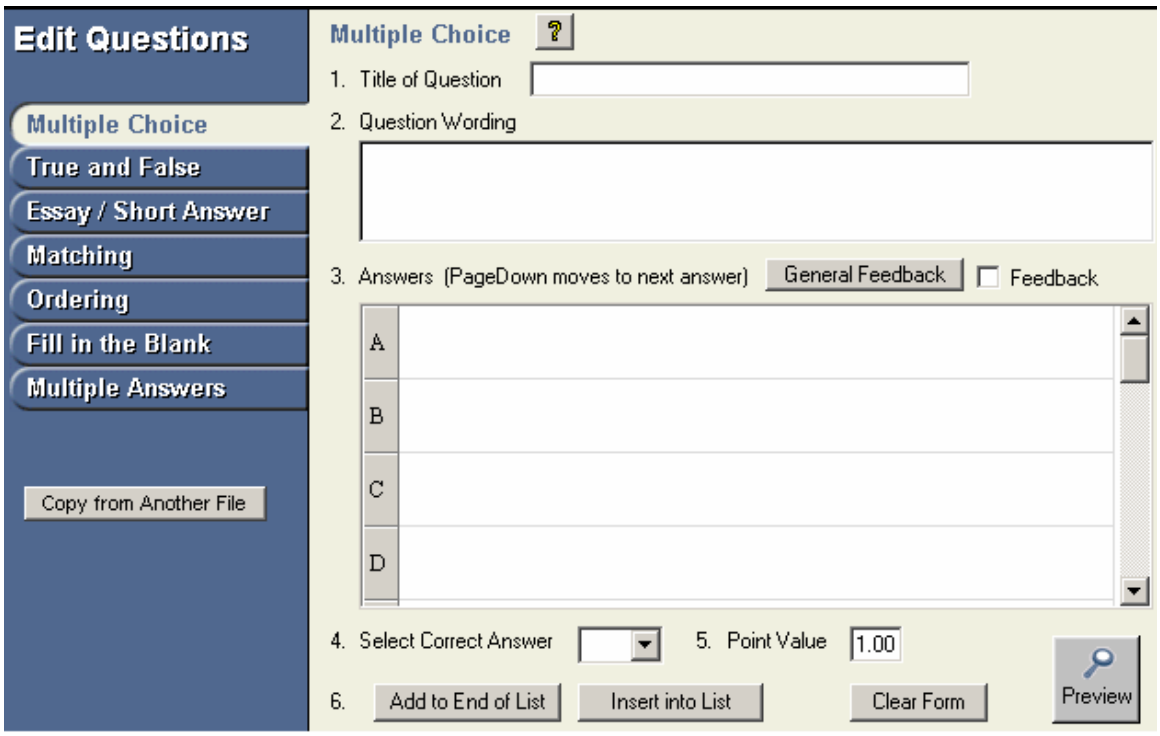
The title of a quarantined question will appear in red in Respondus (instead of the normal color of blue). Also, if a quarantined question is included in the file when it is published to a course management system, the question will be filtered out during the publishing step.

III. Editing a File

Overview of Edit Menu

The *Edit* menu allows questions to be added to the currently open file. There are seven types of questions: Multiple Choice, True and False, Essay, Matching, Ordering, Fill in the Blank, and Multiple Answers. Feedback and point values can also be added to questions, as can images, media files, tables, HTML, and other types of enhanced formatting.

The appearance of the *Edit* menu is dependent on whether you open an exam or a survey file. This is because fewer options are available for survey files (correct answers, point values, and feedback are not used with surveys). The discussion below primarily describes the use of the *Edit* menu as it relates to exam files.



To create a new question, select the desired question type on the left side of the screen. The entry form on the right side of the screen will change accordingly.

Common Features Among All Question Types

All question types require you to enter a "Title." (Note: since Blackboard doesn't use titles, this information is not retained when the file is uploaded to Blackboard). The title can be up to 64 characters. If you do **not** enter a title, Respondus will use the first 20 characters for it.

All question types have a "Question Wording" section. This is where the main body of the question is entered.

All question types allow the entry of “feedback.” If feedback is enabled for a particular exam (determined later using the “Settings” menu), students will see the feedback for the answers they selected as soon as they submit their completed exam--or at the time that the settings are changed to allow feedback to be viewed. To enter feedback for a question (regardless of whether you later decide to have it displayed), select the **[General Feedback]** button and enter the desired information.

Four buttons appear at the bottom of all edit forms. The **[Add to End of List]** button adds the current question to the end of the “Question List” (located at the bottom of the screen). The **[Insert Into List]** button lets you insert the current question into the Question List at a specified location. The **[Clear Form]** button will erase all data that currently shows in the form. Finally, the **[Preview]** button opens a browser-like window that lets you view how the question will appear in the final exam--feedback and scoring information is also shown in this window. The Preview button can be selected at any stage in the editing process.

The “Question List” displays the title, question type, and question wording for each question in the file. The total number of questions and point values is shown at the top of the list. By clicking on the “title” of a question, a window containing the “properties” for the question is displayed. It is here where you can modify, delete, or move questions, as well as use a question as the basis for an entirely new item. These features are discussed below under “Modifying, Rearranging, and Deleting Questions.”

Multiple Choice

Multiple Choice questions can have up to 20 answer choices, but only one correct answer can (and must) be selected. You must also provide a point value for each question (the default setting is “1”). Keep in mind, though, that point values can only be transferred to the Blackboard server if an actual exam is uploaded (opposed to just a question pool).

> **Tip:** The easiest way to navigate between the “Answer” fields in Multiple Choice questions is to use the PageUp and PageDown keys.

Blackboard 6 (and higher) additionally allows answer-specific feedback to be entered for multiple choice questions. By selecting the “feedback” checkbox, extra feedback fields will appear below each answer choice.

With survey files, correct answers and point values cannot be included with multiple choice questions. The task does, however, include a “Favorite Answer List” feature that allows you to store frequently used answer sets or scales (e.g., Strongly Agree, Agree, Disagree, Strongly Disagree). To create a Favorite Answer List, enter your answers in the Edit form and click the [Favorite Answer List] button. Then select the option to “Create a new answer list…” and give it a name that allows you to quickly identify it at a later time. From the Edit menu, to use a previously defined answer list, click the [Favorite Answer List] button, select the option “Use the Answer List selected below,” select the answer list you want to use, and click [OK].

With Survey files, the Multiple Choice task also includes a “Multiple Response” checkbox that enables the respondent to select more than one answer.

True and False

True and False questions are self-explanatory: enter the statement in the question wording field and then select either “True” or “False” as the correct answer. With Survey files, the True and False question type is replaced with a “Yes and No” question type.

Essay
Essay question types allow students to enter complete sentences or paragraphs for their answer. A correct answer can be entered for feedback purposes; however, the answer must still be graded manually in Blackboard.

Matching
Matching questions require students to match items from two columns. There are two ways to create matching questions in Respondus. First, the instructor may specify matching pairs for both the left and right columns--specifically, the correct match for the left column must be placed in the field immediately to the right. If this procedure is followed, it is not necessary to indicate the correct answer in the small column located at the far left. (Note it is possible to place extra answers in the right column. In this situation, the extra answers act as decoys and do not match any of the answers in the left column.)

The second approach for creating matching questions allows items in the *right* column to be placed in any order, but requires the correct answer for the match to be indicated in the small column located at the far left. This approach is especially suited for questions in which a long list of items (e.g., country names) is being matched to a relatively short list of items (e.g., type of government). For example, the left list might contain 20 countries (Afghanistan, Albania, Algeria, Angola, Argentina, etc.) while the list on the right might display four types of government (Multi-Party Democracy, One-Party Regime, Military/Monarchical/Theocratic Regime, Disordered State). Instead of entering the type of government for each country, you can simply enter the letter of the correct answer in front of the country name. See the table below.

	Column1	**Match Column**
D	Afghanistan	A. Multi-Party Democracy
A	Albania	B. One-Party Regime
C	Algeria	C. Military/Monarchical/Theocratic Regime
D	Angola	D. Disordered State/Civil War
A	Argentina	
A	Austria	
A	Bahamas	
C	Bahrain	
A	Bangladesh	
B	China	
B	Cuba	

In a matching question, the left column will be displayed to the student in the order information was entered. The answers in the right column will be automatically scrambled *unless* you select the checkbox below indicating that the answers should be displayed as entered.

> **Tip:** The easiest way to navigate through the answer choices is to use the PageUp and PageDown keys. Press the PageDown key *twice* to move through the “correct match” field.

All answer choices are equally weighted and scored proportional to the number correct. So if a student matches 8 of 10 items correctly, the score will be 80% for that question.

Ordering
Ordering questions allow students to provide an answer by selecting the correct order the answers are to appear. Enter the question wording or statement in the Question Wording field and then enter the answer choices in the correct order. Finally, enter a number indicating the order in which you want the answer choice displayed in the narrow column to the left of each answer.

Fill in the Blank
Fill in the blank questions require students to enter a word, short phrase, or string of characters. Since a computer automatically grades the answer, students must give an answer that exactly matches one of the answers provided by the teacher. You are permitted to enter multiple forms of the correct answer. For instance, if the answer to a question is "New York Yankees," the instructor can make each of the following an acceptable answer:

Yankees
New York
New York Yankees
NY Yankees

Multiple Answers
The Multiple Answers question type is very similar to Multiple Choice, except that students can (and generally should) select more than one correct answer.

> **Tip:** The easiest way to navigate through the answer choices is to use the PageUp and PageDown arrow keys. Press the PageDown arrow key *twice* to move through the "correct answer" field.

In the column that precedes the answer choice, the letter "X" should be entered for all correct answers. Blackboard will give full credit only when the student has selected all correct answer choices and has left all incorrect answer choices unselected. Partial credit is not given.

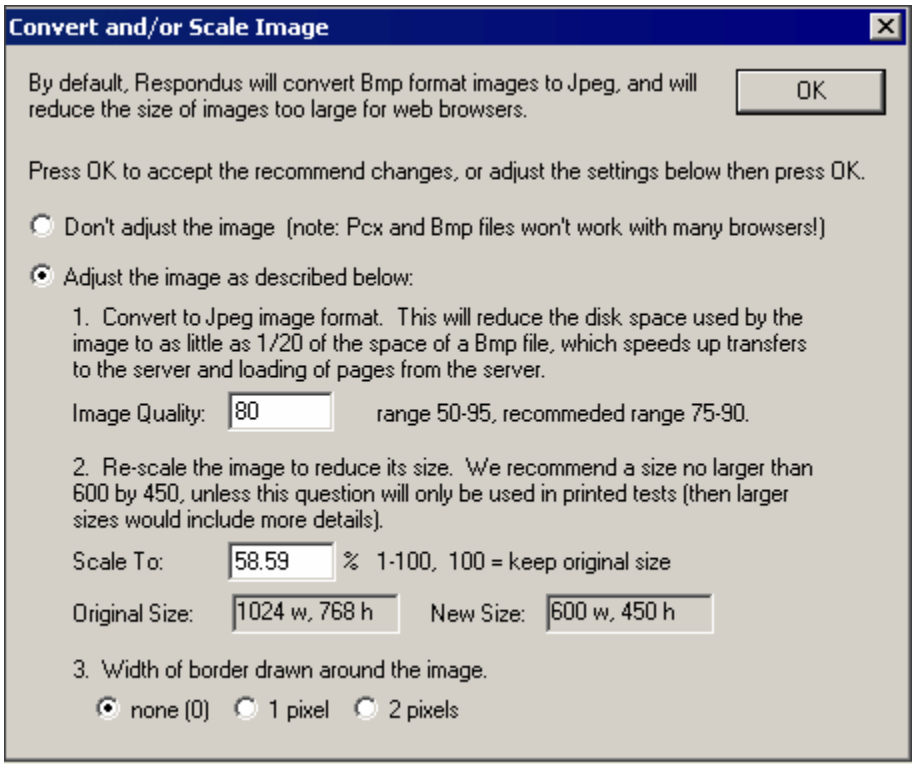
Adding Bold, Italic, Underline, and Super/Subscript
Respondus makes it easy to add enhanced formatting to question wordings, answers, and feedback. The bold, italic, and underline tasks work just like a standard word processor. Simply highlight the text you want to modify and click the appropriate [**B**], [***I***], or [**U**] button on the tool bar. The text will immediately change to the selected formatting. The superscript **[X^2]** and subscript **[X_2]** tools function in the same manner. To remove any of the above-mentioned formatting, simply highlight the text again and reselect the corresponding button from the toolbar. (Please note that although the underlying "HTML tags" are not displayed in Respondus, these tags will be transferred to -- and displayed by -- Blackboard when the file is uploaded.)

Adding Images, Media and Attachments to Questions
One of the more powerful features in Respondus is the ease in which media (e.g., images, audio clips, video clips) and attachments (e.g., spreadsheets) can be added to

exams. Media content can be included in question wordings, answer choices, and feedback, all without writing or viewing HTML. In addition, the media objects can be previewed offline, and everything is automatically uploaded to the server during the *Publish to Blackboard* step.

From the *Edit* menu, position the cursor at the place in the question where you want the media item added. Then click the “Insert Picture or File” icon on the toolbar, which is represented by a camera. A pop-up window will let you navigate to and select the multimedia element. The default “file type” setting will display only bitmap, jpeg, gif, and pcx files. To display .wav, .avi, and other audio/video files, select the “Audio-Video” option from the pull-down menu labeled “Files of Type.” The third option on the list (All Files) allows you to select other types of media files, as well as attachments (such as a spreadsheet or word processor document).

Most graphical images on the web are stored in jpeg or gif format. Consequently, if you select a graphic that is in another format (such as bitmap or pcx), Respondus will allow you to convert it to a jpeg file with the click of a button. Similarly, if the graphic you select is over 320 x 290 pixels in size, Respondus will allow you to convert it to more suitable dimensions. The program automatically detects if a graphic you select is larger than 320 x 290 pixels or if it is not stored in jpeg or gif format. In such cases, the following screen will appear:

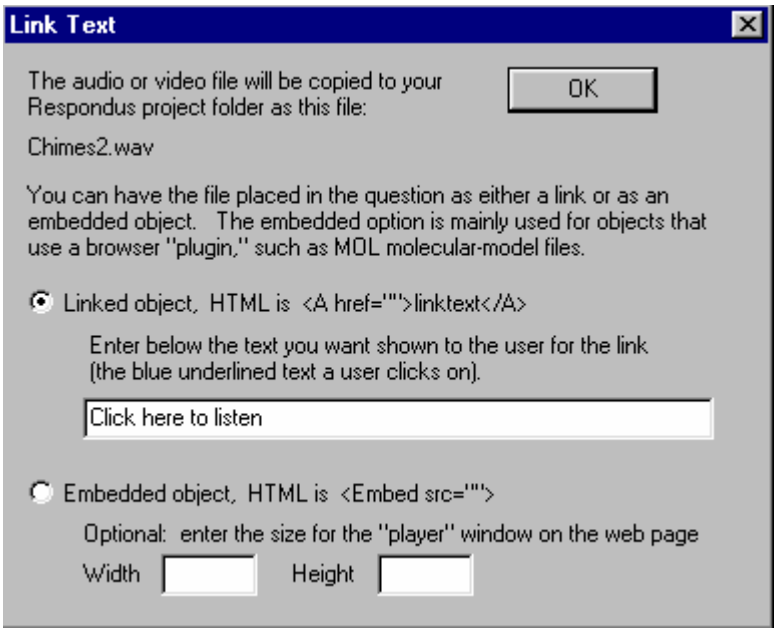

Convert and/or Scale Image
By default, Respondus will convert Bmp format images to Jpeg, and will reduce the size of images too large for web browsers.
OK
Press OK to accept the recommend changes, or adjust the settings below then press OK.
Don't adjust the image (note: Pcx and Bmp files won't work with many browsers!)
Adjust the image as described below:
1. Convert to Jpeg image format. This will reduce the disk space used by the image to as little as 1/20 of the space of a Bmp file, which speeds up transfers to the server and loading of pages from the server.
Image Quality: 80
range 50-95, recommeded range 75-90.
2. Re-scale the image to reduce its size. We recommend a size no larger than 600 by 450, unless this question will only be used in printed tests (then larger sizes would include more details).
Scale To: 58.59 % 1-100, 100 = keep original size
Original Size: 1024 w, 768 h
New Size: 600 w, 450 h
3. Width of border drawn around the image.
none (0)
1 pixel
2 pixels

In most situations, you can simply click **[OK]** to accept the suggested settings. If you prefer to customize the settings -- or to retain the original format and size -- that can be done too. An additional option lets you add a border to the graphic. Select the settings you prefer and click **[OK]**.

An additional window that prompts you to add text description for the image (an “Alt” field) will appear. Screen readers use the text that is entered here; this text is also used when the mouse pointer is held over the image. If you simply click [OK] to close the window, the actual name of the image file will be used (such as “cat.jpg”). If you want to type in a more helpful textual description (such as “cat sleeping on pillow in front of a sunny window”), the screen reader will use the complete description. Keep in mind, though, that the text description of the image may tip students to the correct answer for a question. In this case, you may want to edit the text description to something generic like “image 1”. Note that you can prevent the window that prompts you to enter a text description from appearing in the future by deselecting the checkbox “Show this screen each time an image is added.”

You are now returned to the *Edit* menu and the image is now copied to your Respondus Projects folder.

If the object you are adding to a question is an audio/video clip, a media object that requires a browser plug-in, or an attachment (such as a spreadsheet), a different prompt will appear once the file is selected.


Link Text
The audio or video file will be copied to your Respondus project folder as this file:
OK
Chimes2.wav
You can have the file placed in the question as either a link or as an embedded object. The embedded option is mainly used for objects that use a browser "plugin," such as MOL molecular-model files.
Linked object, HTML is <A href="">linktext</A>
Enter below the text you want shown to the user for the link (the blue underlined text a user clicks on).
Click here to listen
Embedded object, HTML is <Embed src="">
Optional: enter the size for the "player" window on the web page
Width
Height

There are two primary choices to be made on this screen, each of which offers a secondary option. The first choice is to determine whether you want the item inserted as a link or as an embedded object. For most situations you will want to use the “Linked Object” option, which is the default setting. (In HTML terms, this is referred to as an “a href” tag.) The alternative choice is to use the “Embedded Object” option, which is sometimes required if your object requires a browser plug-in.

If you select the “Linked Object” option and click **[OK]**, the actual file name of the audio/video file will display in the link that appears to the student. As an alternative, you can enter a more “friendly” description for the link, such as “Click Here to Listen” for an audio file or “Click Here to Open the Spreadsheet” for an Excel file.

Similarly, if you select the “Embedded Object” option and click **[OK]**, the size of the player window for the object will be determined automatically by the user’s browser. If, however, you want to determine the exact size (in pixels) of the media player, you can do so by entering the width and height dimensions accordingly.

Once a media object or file attachment has been selected and you return to the *Edit* menu, a short string of characters representing the object will appear in green text. An image placed in the *question wording* will look something like **<PIC_1>**, with the next image being displayed as **<PIC_2>**, and so on. An **<AV_1>** tag will represent other file types. When a media object has been placed in an *answer choice* or feedback, it will appear as a small green box, except when that field is being edited.

To delete a media object, position the cursor in the same field where the item is located. Then click the “Insert Picture or File” icon on the toolbar (the camera icon) and select the option to delete an existing image or file.

You can preview questions containing media objects by selecting the **[Preview]** button. We recommend that you preview all questions containing media objects before uploading them to the Blackboard server.

Web Links

Respondus makes it easy to create an HTML link to media that is stored on a different web server. This is sometimes needed if the media object is especially large or if it is only available from a different web server (such as a web site run by a museum or government agency).

From the *Edit* menu in Respondus, position the cursor at the location in the question where you want to add the web link, and then click the “Web Link” icon on the toolbar. When the pop-up window appears, determine whether you are adding a link to an *image* (such as a gif or jpeg file) or to an *audio or video* clip. If you are creating a link to an image file, follow the browser-specific instructions in the top section. (If you want to place a border around the image, select the desired width.)

To add a link to an audio or video clip, follow the browser-specific instructions at the bottom of the screen. The “Text Displayed” option allows you to show the link to students using more friendly text. For example, you might use “Click here to watch the video” instead of displaying the file name itself.

Once a web link has been pasted into the appropriate “Address (URL)” field, click **[OK]** to return to the *Edit* menu. A short string of characters representing the web link will appear in green text. If the HTML web link is placed in the *question wording*, it will look something like **<H_1>**, with the next link being displayed as **<H_2>**, and so on. When a web link has been placed in an *answer choice* or feedback field, it will appear as a small green box, except when that field is being edited.

If you have a live connection to the Internet, you can preview a web link item by clicking the **[Preview]** button.

To delete a web link, position the cursor in the field where the web link is located. Then click the “Web Link” icon on the toolbar, highlight the HTML link you want to delete, and click [OK].

HTML Editor
Even course designers who are comfortable writing HTML often have difficulty sorting out the HTML they've written from the question wording itself. Respondus solves this problem by encapsulating blocks of HTML so that the question wording stays the focus of the screen. The only time a designer has to view HTML is while the Respondus HTML Editor is being used.

From the *Edit* menu in Respondus, position the cursor at the location in the question where you want to begin a block of HTML. Then click the "HTML Editor" icon on the toolbar (represented by the symbol **<H>**) to open the editor. Enter your HTML by typing or pasting it into the editor--it is also possible to retrieve the HTML from a file located elsewhere on your hard drive by using the "Read File" option. Click [OK] to close the HTML Editor. A set of characters representing the HTML block will appear at the insertion point: **<H_1>** for the first block, **<H_2>** for the second block, and so on. To see how the HTML will appear in Blackboard, click the preview button.

To delete an HTML block, position the cursor in the same field where the HTML block is located, and select the "HTML Editor" icon from the toolbar. Choose the option to delete the HTML block and highlight the block you want to delete. Click [OK] to close the HTML Editor.

(Note: Earlier versions of Respondus allowed HTML to be entered directly in the standard edit windows, which would then be interpreted in Blackboard as HTML. Respondus now requires you to use the HTML Editor to designate a block of text as HTML.)

Equation Editor
The process of adding equations is similar to how media objects are added (see the earlier discussion). Equations can be added to question wordings, answer choices, and feedback, all without writing HTML. In addition, the equations can be previewed offline and they are automatically uploaded to the server during the *Publish to Blackboard* step.

From the *Edit* menu, position the cursor at the place in the question where you want the equation located. Then click the "Equation Editor" button on the toolbar, which is represented by a summation symbol. The Equation Editor will open and you can begin creating the equation. The Equation Editor in Respondus works almost identically to the one that is available with Microsoft Word and WordPerfect. So if you've used those equation editors before, you'll already know how to use this one. The key thing to learn about the Equation Editor is that the top row of menu options consist of "symbols" while the bottom row of menu options consist of "palettes". If you select a "symbol" from the top row, it's no different than if you selected the + or = sign on your keyboard --except that the symbols from the Equation Editor eventually get displayed as graphics since most symbols can not be viewed with a standard web browser. When you select a "palette" from the bottom row, you are given the opportunity to enter text at various insertion points shown on the screen. You can also select a palette from the bottom row, click in an insertion point, and then select a symbol from the top row. For more information about the Equation Editor, refer to the online help that is available from within the editor.

Once you finish editing the equation, exit the Equation Editor by either clicking the [X] that appears at the top right corner of the window or by selecting *File* from the pull-down

menu and clicking *Exit* (do *not* simply minimize the Equation Editor). A second window that addresses the size of the equation will now appear. The font selection and size used within the Equation Editor determines how large the equation will be when it is *printed* from Respondus. But it is generally desirable to show equations in a larger format when displaying them on the web. In general, we recommend that a web-based equation be displayed at 150% of the size used for printing. So by default, the Respondus software suggests that the "Blackboard Image Scaling" for the equation be increased to 150%. To accept this setting, simply click the [OK] button. If you want the graphic to appear even larger in Blackboard, then you can increase the scale to up to 400%. It's important to note that changing the image scale using this option only affects how it will appear in Blackboard--you are **not** affecting the size of the equation that will *print* from Respondus. In order to change the size of the equation for printing purposes, you must select a different font size in the equation editor itself.

Once an equation has been added and you return to the *Edit* menu, a short string of characters representing the equation object will appear in green text. An equation placed in the *question wording* will look something like **<EQ_1>**, with the next equation being displayed as **<EQ_2>**, and so on. When an equation is placed in an *answer choice* or feedback, it will appear as a small red box, except when that field is being edited.

To modify or delete an equation, position the cursor in the same field where the equation is located. Then click the Equation Editor icon on the toolbar and select the option to modify or delete an existing equation.

To preview questions containing equations, select the **[Preview]** button. We recommend that you preview all questions containing equations before publishing them to Blackboard.

Using MathType with Respondus
The Equation Editor in Respondus is a special version of *MathType*™ by Design Science. If you frequently create documents with equations, you may find *MathType* is better suited to your needs. *MathType* is as easy to use as the Equation Editor and has many extra features to help you save time and create a wider range of equations.

If you already own MathType, you will need to reinstall it in order to have it work directly with Respondus. MathType's readme file explains that it sets itself up to replace Equation Editor at the time that it's installed. So if you add a new application like Respondus that uses the Equation Editor, you must re-install MathType.

Power Edit
The "Power Edit" task available from the *Edit* menu provides additional features for formatting questions, including a table editor, bulleted lists, the ability to change fonts and justification, and so forth. In addition, the Power Edit window provides a much larger workspace, which is especially useful if you are creating tables or editing questions that have large blocks of text.

To begin, click in the field that you want to edit and then click the "Power Edit" button on the toolbar. Several of the tasks on the Power Edit toolbar also appear on the main toolbar, so only the unique features will be discussed below.

<u>Tables</u>

Respondus makes it easy to insert and edit tables. From the *Edit* menu in Respondus, position the cursor at the location where you want to insert the table. Then click the "Power Edit" button and select the "Insert Table" icon from the toolbar (located at the top right). When the next pop-up window appears, specify the number of columns and rows that should be included in the table (all other settings are optional). Click the [OK] button to return to the Power Edit window. You can now click within the cells of the table and enter the text.

The width of the table cells can be adjusted by dragging the column lines. To edit other aspects of the table from the Power Edit menu, click within the table and select the desired action from the pull-down menu labeled "Table." Use the "Insert" option to add a row or column to the table. Use the "Delete" option to delete a row or column, or to delete the entire table. Other formatting (such as font changes and the centering of text) can also be applied to the cells in a table.

Finally, keep in mind that it is usually possible to paste tables into Respondus directly from Microsoft Word. Also, Respondus tables are designed to support both web-based exams and print exams. So you only have to create a table once if you require both online and print exams.

Fonts, Formatting, and Lists

The remaining features in the Power Edit task are self-evident if you are familiar with the basic functioning of a word processor. To apply a different font to text, simply highlight the text and select the desired font and size from the pull-down lists. Text can be left justified (the default), right justified, and centered by selecting the appropriate toolbar button. Finally, it is easy to create bulleted or numbered lists by selecting the corresponding option from the Power Edit toolbar.

To see how the formatting will appear in Blackboard, click the preview button that is located at the top left of the Power Edit toolbar. To exit the Power Edit window, simply click the [X] at the top right corner of the window, or go to *File* and click *Save & Exit*.

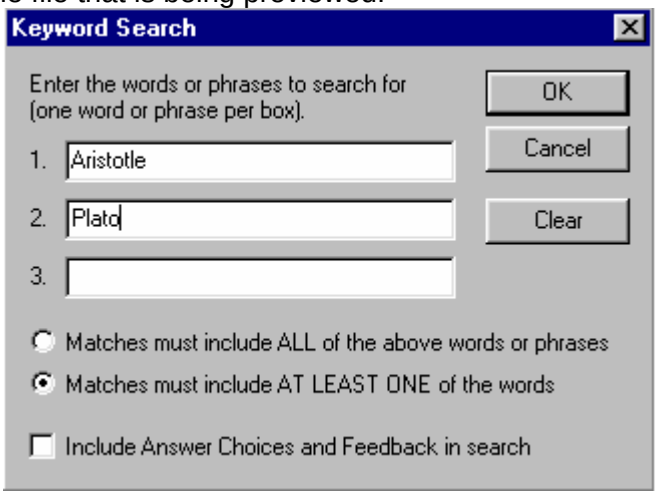
Spell Check

The Spell Check feature, which is located on the toolbar for the *Edit* menu, will search the currently open file for spelling errors and allow corrections to be made. Once the Spell Check feature is started, it will search for words that do not match items contained in the dictionary. If the word is not found in the dictionary, you are given the option to "Change" the word to one that is suggested, to "Ignore" the identified word, to "Change All" such words in the file to one you select, or to "Add" the word to the dictionary. If you want to make more detailed changes to the question, click the "Edit This Question" button, which will close the spell checker and make the question available for editing.

Three dictionaries are included with a standard installation of Respondus: American English, Canadian English, and British English. However, a free bundle of supplemental dictionaries can be downloaded from the Respondus website, including French, German, Spanish, Dutch, Finnish, and a comprehensive medical dictionary.

Keyword Searches

There are several places in Respondus where the **[Keyword Search]** button appears, such as at the bottom of the *Edit* menu. This option allows you to search the currently open file, or the file that is being previewed.


Keyword Search
Enter the words or phrases to search for (one word or phrase per box).
OK
Cancel
Clear
1. Aristotle
2. Plato
3.
Matches must include ALL of the above words or phrases
Matches must include AT LEAST ONE of the words
Include Answer Choices and Feedback in search

Up to three words can be included in a search. When more than one word is used, you can choose whether a match is required of *all* words or *any* of the words. A final option allows you to include answer choices and feedback in the keyword search.

Modifying, Rearranging, and Deleting Questions

It is easy to modify, move, or delete a question in Respondus. From the *Edit* menu, select a question from the "Question List" by clicking on its "Title". A window appears that displays the entire properties for the question. On the right side of the window are several options. Click the **[OK]** button to close the window, click the **[Delete]** button to delete the question, click **[Preview]** to preview the question, and click **[Move]** to place the question at a different position in the Question List. If you select the **[Modify]** button, you will be returned to the Edit screen and the current properties for that question will be displayed in the form--modify the question as you like. Notice that the two buttons at the bottom of the form now indicate "Save Changes" or "Cancel Changes". If you want to save the changes to the question, select the corresponding button. If you do not want the changes to be implemented, select the **[Cancel Changes]** button.

Using a Question as the Basis for a New Question

To use an existing question as the starting point for a new question, locate the desired question in the "Question List" at the bottom of the *Edit* menu. Select the question by clicking on the title, and when the properties window appears, select the button **[Use as Basis for New Item]**. You will be returned to the edit screen and the properties for the original question will be displayed in the form. The original title for the question will be modified slightly--for example, the number "2" will be added to the end of the name. At this point you can rename the title and make any other changes you like. When finished, add or insert the question into the Question List.

Copying Questions from Another Respondus File

From the *Edit* menu it is possible to copy questions from another Respondus (.rsp) file. Click the button **[Copy from another file]**, which is located on the left side of the screen. This will open a window containing the files stored in the default directory (\Respondus

Projects). Select a “source” file by double-clicking the file name or by clicking it once and selecting **[Open]**.

> **Tip:** Before selecting a file, you can search the contents of the file by clicking on it once and then selecting **[Search]**. You can also preview the questions for a file--prior to opening it--by highlighting the file name and clicking the “Item List” button. Specific information for a question can be obtained by clicking its title.

Once the source file is selected, a new window lists the questions in it. Individual questions can be selected by clicking the column furthest to the left. A checkmark will indicate that the question has been selected. When all the desired questions have been selected, choose either the **[Add to End of List]** button or the **[Insert into List]** button to add the questions to the original (“target”) file.

IV. Settings Menu

Overview

Respondus allows you to select “settings” prior to uploading an exam or survey to Blackboard. Although this step is entirely optional, it does allow you to determine settings “off line” and make an assessment available as soon as it is published to Blackboard. (Keep in mind that students cannot take an exam or survey in Blackboard until it has been “made available” to them.) The Settings menu also provides a means to designate a “random block” of questions within an exam.

Random Blocks

Blackboard supports the creation of "random blocks," which are sets of questions that are randomly selected during an exam. Before creating random blocks in Respondus, it is important that questions intended for these sets be organized and grouped properly. For example, if the fifth question in the exam is going to be randomly selected from a set of three questions, then those three questions should be grouped together at 5, 6, and 7 in the file. Make sure your questions are organized in this manner before continuing.

To create a random question set, go to the Settings menu and select the "Random Blocks" tab. Click the Random Blocks button to continue.

Then select the option "Add New Set" and enter the first and last numbers -- that is, the range -- of the questions that will comprise the random question set. For instance, if you want questions 5, 6, and 7 to be the basis of a random question set, you would enter 5 as the first question and 7 as the last question in the set.

If you want all of the questions in the set to be shown during the exam, select the "All" option. If, however, you want a smaller number of questions from the set asked during the exam, choose the "Select Number" option and provide the desired number. For example, if you want only one question from questions 5-7 asked during the exam, you would enter the number 1. You are then asked to provide a point value for the question set. (All questions in a question set must have the same point value.)

Finally, click the "Add New Set" button to finish the creation of the question set. In the list below, a letter representing the question set will appear next to each question that is

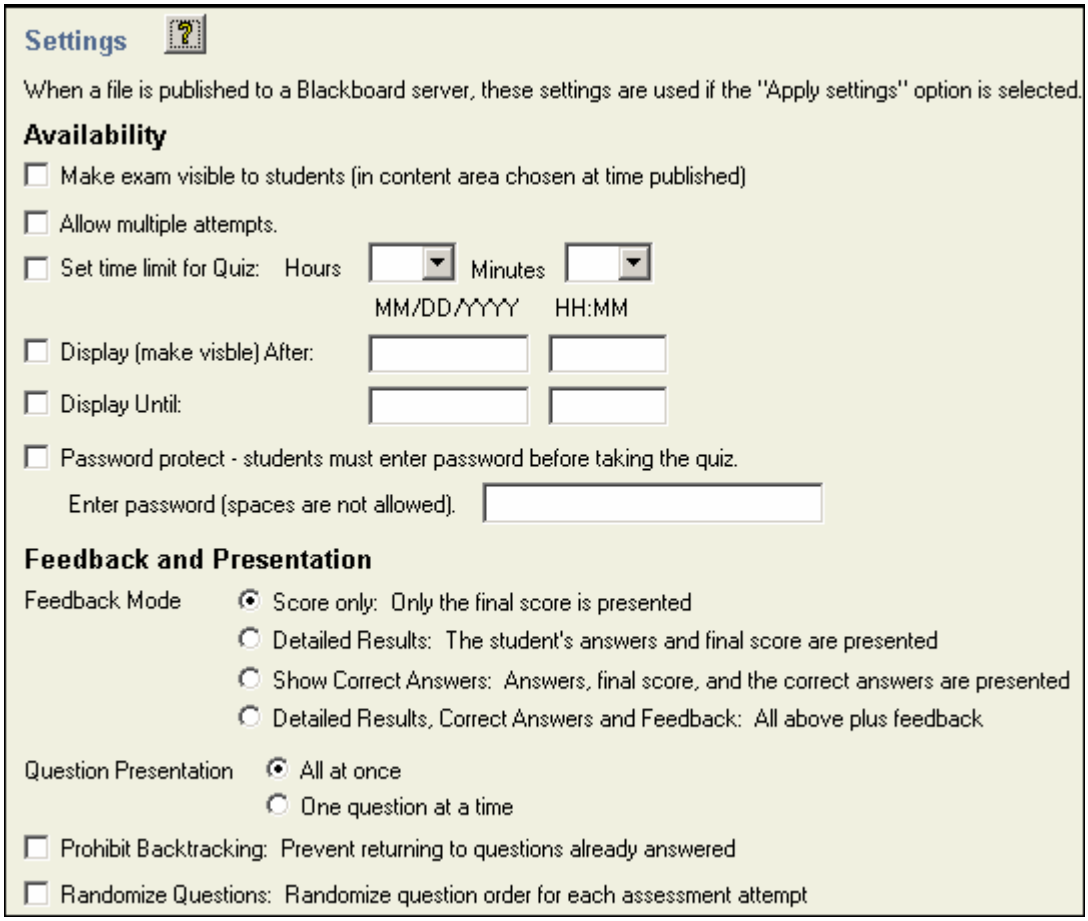
contained in the question set. This allows you to easily see which questions are grouped together.

The letters representing each question set also provide the basis for editing a question set. For instance, if the letter "C" appears next to a set of questions, and you want to edit this particular question set, select the option "Modify or Delete Existing Set" and select "C" from the pull-down list. The current settings for that question set will be displayed and several new options will appear in the lower section of the screen: Save Changes, Cancel Changes, and Delete Set.

In order for random blocks to be included with the exam when it is published to Blackboard, you must select the checkbox "Apply Random Blocks to Exam" on the Publish to Blackboard menu. Conversely, if you do not want random blocks included with the exam when it is published to Blackboard, leave this box unchecked.

Settings

The design of the *Settings* task in Respondus is nearly identical to that used by Blackboard. So if you have specific questions about individual features, it is best to consult the online user guide in Blackboard. Note that if you have created a survey file, only the settings appropriate for surveys will be displayed. Also note that your settings will only be transferred to the Blackboard server if you select the checkbox “Apply Settings to Exam” during the *Publish to Blackboard* step.


Settings
When a file is published to a Blackboard server, these settings are used if the "Apply settings" option is selected.
Availability
Make exam visible to students (in content area chosen at time published)
Allow multiple attempts.
Set time limit for Quiz: Hours Minutes
MM/DD/YYYY HH:MM
Display (make visble) After:
Display Until:
Password protect - students must enter password before taking the quiz.
Enter password (spaces are not allowed).
Feedback and Presentation
Feedback Mode
Score only: Only the final score is presented
Detailed Results: The student's answers and final score are presented
Show Correct Answers: Answers, final score, and the correct answers are presented
Detailed Results, Correct Answers and Feedback: All above plus feedback
Question Presentation
All at once
One question at a time
Prohibit Backtracking: Prevent returning to questions already answered
Randomize Questions: Randomize question order for each assessment attempt

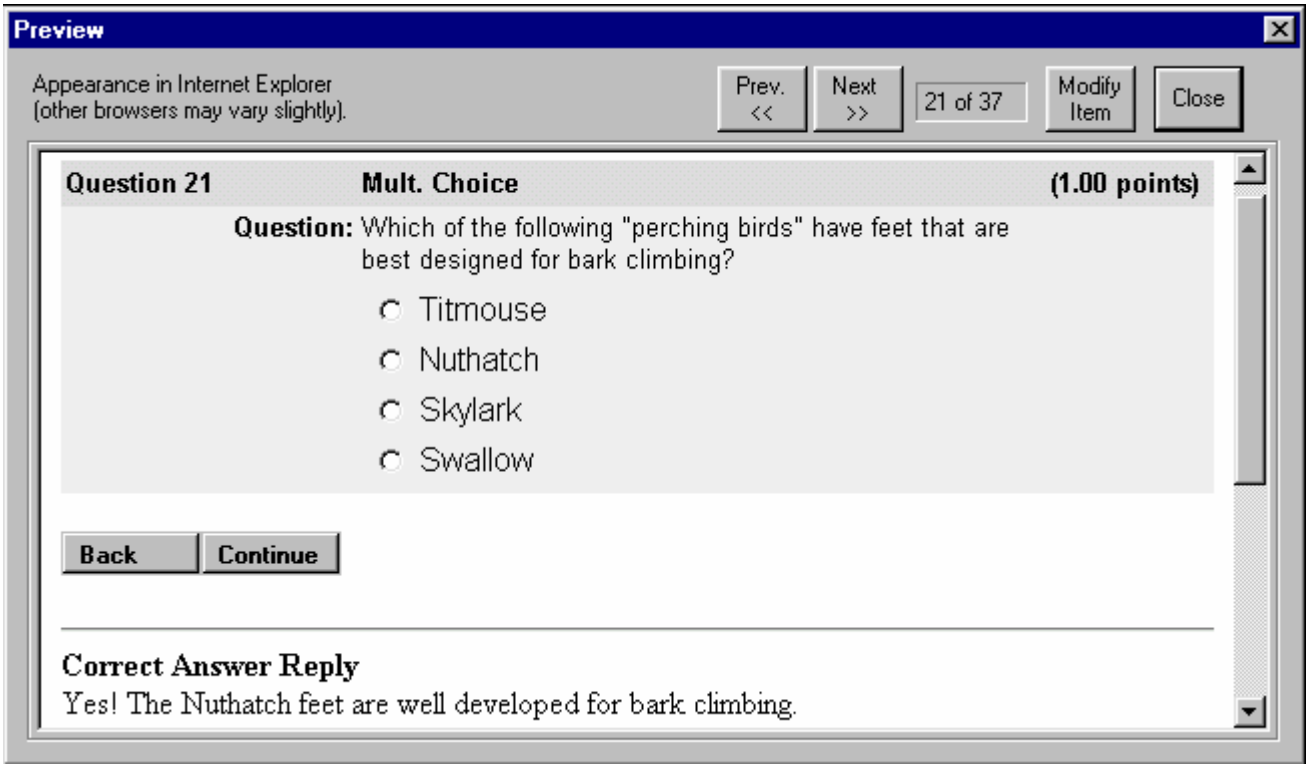
How To Save New Default Settings
In Respondus there are two types of default settings: the original settings as provided by Blackboard and a second set of default settings that you can determine yourself. To save your own default settings, select the settings you want and then click the **[Use as New Defaults]** button on the left side of the screen. From this point forward, all new files created in Respondus will have the new default settings attached to them.

If you make modifications to the settings and later wish to restore the default settings (either your own default settings or Blackboard's), click the **[Restore Default Settings]** button. You will be asked which settings you want to restore.

V. Preview & Publish

Overview
Once an exam or survey is created in Respondus, the *Preview and Publish* menu let's you determine what to do with the file. Most users will first want to examine the contents of the file using the *Preview* task. When the questions are ready to be uploaded, the *Publish to Blackboard* task connects Respondus to a Blackboard server and transfers the exam or survey to it. Finally, the *Print* task lets you format and print the exam or survey directly from Respondus, or you can bring a file into a word processor for further enhancement and printing.

Preview
The *Preview* task is similar to the preview option that appears in the *Edit* menu. The primary difference is that here you can easily scroll from one question to the next. When the **[Preview the File]** button is selected, the following browser-like window appears:



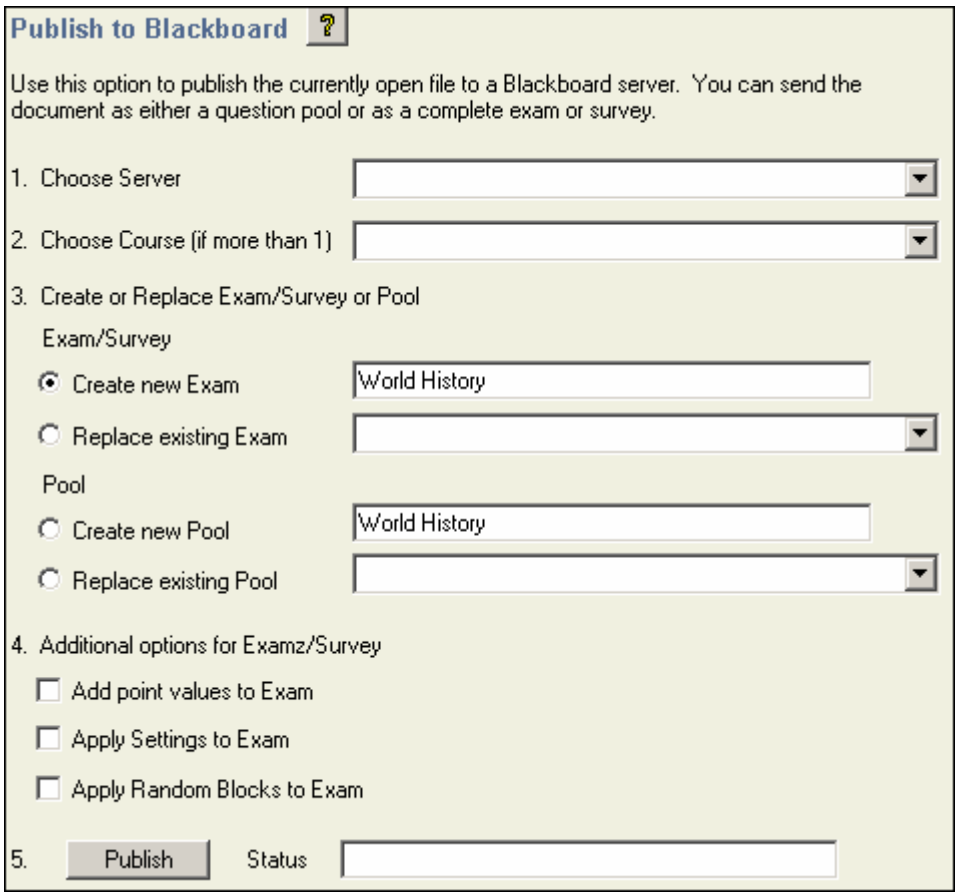
The preview window shows the first question in the file. The display is similar to how the question wording and answer choices will appear to students when they take the exam or survey. With exam files, the feedback and correct answer for the question is additionally displayed at the bottom of the window.

There are two ways to scroll back and forth through the question list. First, you can click on the **[<<Prev]** and **[Next >>]** buttons that appear above the display window. Second, you can click the **[Back]** and **[Continue]** buttons that appear within the window itself.

If you want to edit the question being displayed in the Preview window, click the **[Modify Item]** button. You will immediately jump to the *Edit* menu, and the properties for the current question will be displayed in the form. Make whatever modifications you like and click **[Save Changes]**.

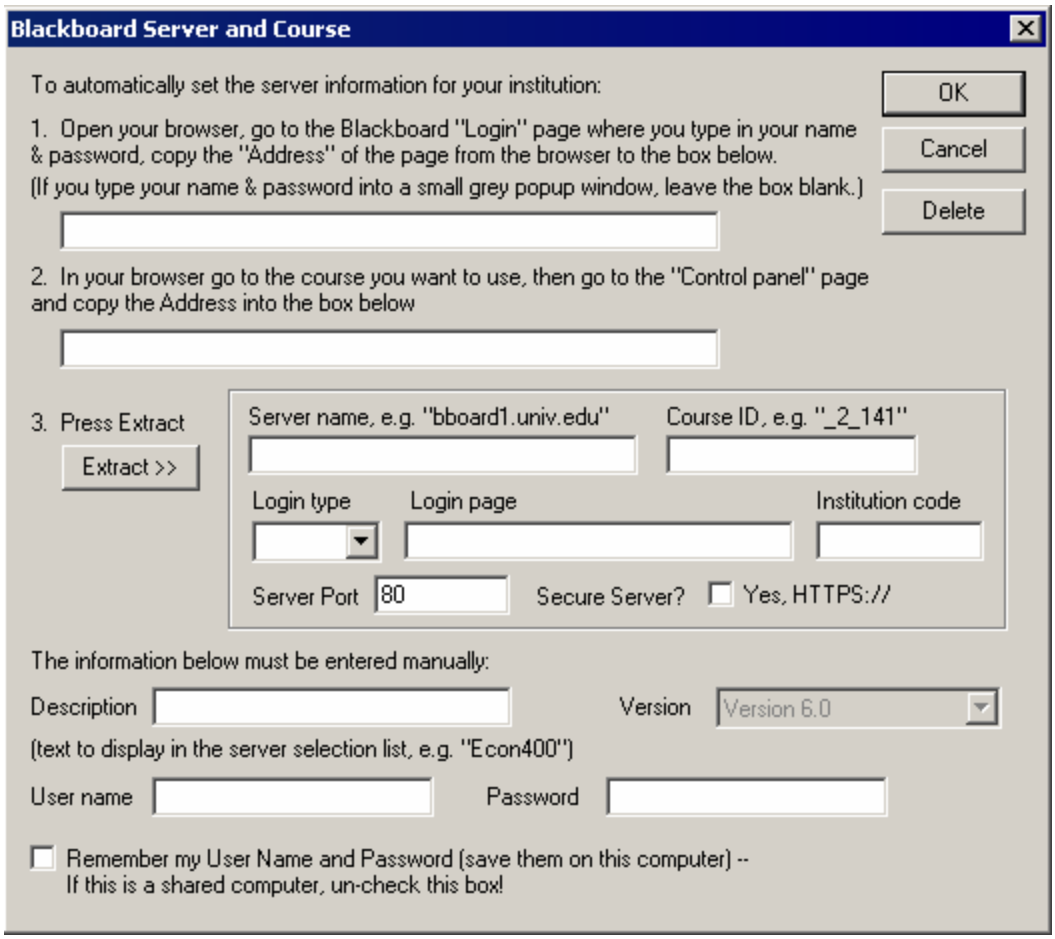
Publish to Blackboard

The *Publish to Blackboard* task is where questions, settings, and point values are transferred to the Blackboard server. You must already have a Blackboard account and password in order to use this task. In addition, it is helpful if you understand the basic approach used by Blackboard to create a question pool and a exam/survey file.


Publish to Blackboard
Use this option to publish the currently open file to a Blackboard server. You can send the document as either a question pool or as a complete exam or survey.
1. Choose Server
2. Choose Course (if more than 1)
3. Create or Replace Exam/Survey or Pool
Exam/Survey
Create new Exam
World History
Replace existing Exam
Pool
Create new Pool
World History
Replace existing Pool
4. Additional options for Examz/Survey
Add point values to Exam
Apply Settings to Exam
Apply Random Blocks to Exam
5.
Publish
Status

Step 1 - Select Server and Course

The first time you use Respondus to publish files to Blackboard, you must enter information about the location of the Blackboard server and provide information about your user account. From the pull-down list labeled “Server and Course” select the “add new server” option.


Blackboard Server and Course
To automatically set the server information for your institution:
1. Open your browser, go to the Blackboard "Login" page where you type in your name & password, copy the "Address" of the page from the browser to the box below.
(If you type your name & password into a small grey popup window, leave the box blank.)
2. In your browser go to the course you want to use, then go to the "Control panel" page and copy the Address into the box below
3. Press Extract
Extract >>
Server name, e.g. "bboard1.univ.edu"
Course ID, e.g. "_2_141"
Login type
Login page
Institution code
Server Port
80
Secure Server?
Yes, HTTPS://
The information below must be entered manually:
Description
Version
Version 6.0
(text to display in the server selection list, e.g. "Econ400")
User name
Password
Remember my User Name and Password (save them on this computer) --
If this is a shared computer, un-check this box!
OK
Cancel
Delete

As instructed on the screen, the first step is to open a web browser and to go to the Login page for your Blackboard course. **Be sure that you are at the actual page where you enter your user name and password, not a preliminary web page.** Copy the complete URL for this page and paste it in the field provided. (The easiest way to copy an URL that is displayed by a browser is to highlight it with your mouse, click the **right** mouse button, and select “copy”. Then go to the appropriate field in Respondus, click the **right** button again and select “paste”.)

The second step requires you to log into your Blackboard course and select the “Control Panel” page. Again, copy the URL address displayed in the browser to the appropriate field in Respondus. Upon clicking the “Extract” button, Respondus will then fill in the Server Name and Course ID information needed to connect to the course.

The default “server port” is 80, but some institutions use a different port number for their Blackboard server. Respondus generally detects the correct port number automatically during the extract step. But in case it doesn’t, you can easily identify the correct port number by looking at the course URL. For example, the port number for the following Blackboard course is 8900:
http://bb.statecollege.edu:8900/bin/common/course.pl?course_id=_31_1. (If no port number is shown in the URL, the setting should be left at 80.)

If your Blackboard system is installed on a "secure server" (https://), the appropriate checkbox should be selected. This checkbox should only be selected if the web browser address for your course begins with "https://" instead of the normal "http://" (note the "s").

Now provide a short description for the Blackboard course. This name will be used later to help you quickly identify the course to which you are publishing or retrieving materials.

Select the version of Blackboard that you are using from the pull-down list. If you are unsure as to which version is being used, ask your Blackboard administrator or support staff.

You are now prompted to enter your *User Name* and *Password*. Enter this information exactly as you would if using a web browser to access your Blackboard course. If you want Respondus to remember your User Name and Password for future sessions, select the “Remember my User Name...” checkbox.

Before clicking the [OK] button to activate the settings, be sure your Internet connection is live. If you use a dial-up service, you need to go ahead and connect to the Internet now.

Once all the server settings have been entered and you have a live connection to the Internet, click the **[OK]** button. Respondus will then attempt to connect to your Blackboard server. The hour-glass in Windows will appear momentarily. If the connection is successful, the pull-down list for “Server and Course” will display the course name you entered.

If the connection is unsuccessful, you will get an error message indicating that Respondus was unable to connect to the server using the provided settings. If this occurs, make sure your connection to the Internet is working properly and double-check the User Name and Password. In fact, open your browser, go to the Blackboard server that hosts your course, and enter the identical information. This will confirm that your Blackboard server is up-and-running and that your User Name and Password are correct.

Step 2 – Choose Course
If there is more than one course associated with the instructor’s user name and password, the Blackboard course to which the exam will be published must be selected from the list.

Step 3 – Create or Replace Exam/Survey or Pool
In Step 3, you must decide whether to create a new exam or replace an exam that already exists in your Blackboard course. To create a new exam, select the appropriate option and enter a name for the exam. To replace an existing exam, click the “replace existing exam” option and select the exam you want to replace from the pull-down list. (Note that you can only replace an exam that has not yet been administered to students.)

As an alternative to creating or replacing an exam, you can create or replace a question pool. This works the same way as creating or replacing an exam.

Step 4 – Additional Options for Exam/Survey

Add Point Values to Exam
Each question in an exam file receives a point value when it is defined in the *Edit* menu or selected in the Question Bank task. If you want these point values to be uploaded with the exam, select this option. If you want to manually add point values to questions after the exam is published to the Blackboard server, then don't select this option.

Apply Settings to Exam
This option will transfer the settings selected on the *Settings* menu when the exam is uploaded. If you selected the option "Make assessment available when published" the exam will be activated once Step 5 is complete. If you publish an exam to Blackboard without the Settings, remember to later go to the "Assessment Manager" in Blackboard to set the availability.

Apply Random Blocks to Exam
Select this option if you want the Random Blocks (if any) applied to the exam being published to your Blackboard course.

Step 5 - Publish
When Steps 1-4 are complete, the file is ready to be submitted to the Blackboard server. Click the **[Publish]** button. The Windows' hourglass will appear. The time required to transfer the information to the Blackboard server depends on several factors:

- the speed of your Internet connection
- the speed of the server running Blackboard (and its current load)
- the size of the exam or survey you are uploading
- the quantity and size of the media files being uploaded

In a typical situation, Respondus will complete the transfer of information to Blackboard in 30-45 seconds. However, this can increase to 5 or more minutes if a large number of media files are being uploaded. You will know that the transfer is complete when the hourglass disappears and when the phrase "**Completed successfully**" appears in the "status" box. If a transfer was not entirely successful, these words will not be displayed.

Once a file has been published to Blackboard, we recommend that you go to your course and confirm that everything was transferred and set up to your expectation.

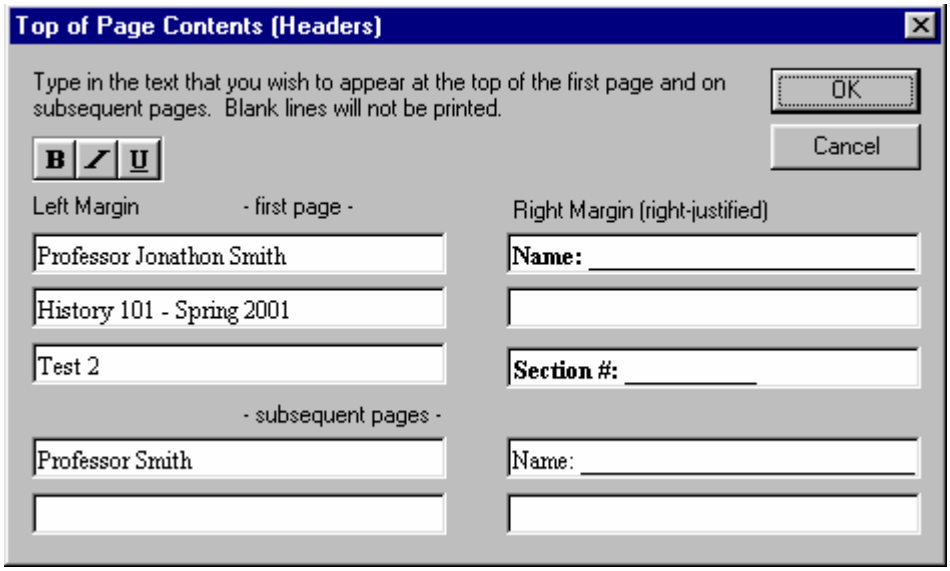
Printing Options
Respondus allows you to format and print exams/surveys directly from the software. It is also possible to save an exam to a MS Word or rich-text file and bring it into a word processor for further enhancement and printing. To begin, go to the *Preview and Publish* menu in Respondus and select the *Print Options* tab.

The screen now displays the printing options available in Respondus. There are three formatting templates from which to select: Exam, Exam with Answer Key, Answer Key Only. Once an option is selected, you can further modify the settings for that template by clicking the Settings button to its right.

If the exam being printed has matching questions, be sure to select the checkbox labeled "Matching, randomize answers" if you want the second set of answers to be randomized. Also, if you have sequential questions that refer to the same image or

graphic, you will likely want to select the “Suppress Repeated Images” button so that the image is not repeated with each question.

Click the **[Edit Headers]** button to enter the information you want to appear at the top of each page. Different information can be entered for the second and subsequent pages too. The header information might look something as follows:



Several formatting options, such as font selections and line spacing, can be determined for the document. The formatting options are applied throughout the entire document, so if greater flexibility is required, you should save the document to a file and modify it further with a word processor.

The next section allows you to generate exams with randomized question orders. Up to 5 different variations of the exam can be generated. In addition, you have the ability to “randomize all” questions in the exam, or have the questions randomized according to question type (i.e., all the multiple choice questions are randomized within a group, all the essay questions are randomized within a second group, and so forth). If you don’t want the questions randomized, simply retain the “Original Order” option from the pull-down list. (Note: As long as the questions in the exam file remains unchanged, the “Exam Variations” will retain the same question order. However, if you add or insert new questions, the Exam Variations will differ the next time you print an exam or answer key.)

It is also possible to specify a range of questions to be included in the exam. If both fields are left blank, all questions will be included.

At the bottom of the screen there are three options: *Text Preview*, *Save to File*, and *Send to Printer*. The *Text Preview* button allows you to preview the contents of the file in a pop-up window. We recommend that you use this option before printing the exam/survey or saving the contents to a file--it is a quick way to identify mistakes. The *Save to File* option allows the creation of a MS Word file (.doc), a “rich text file” (.rtf), or a standard text file (.txt). The MS Word and .rtf formats will retain enhanced formatting

such as bold, italics, and underlining, whereas the .txt format will strip such information. Once a file is saved, it can be opened with a word processor for further formatting and modification. Finally, the *Send to Printer* option permits you to print directly from Respondus. This task works similar to the printing function in other Windows programs.

VI. Retrieval and Reports

Overview

Once an exam or survey is administered in Blackboard, Respondus allows you to retrieve reports that contain such things as the gradebook and student scores on assessments. The second option on the *Retrieval and Reports* menu allows the retrieval of the exam/survey instrument from Blackboard so that it can be modified in Respondus, published to another course, or archived.

Retrieving Reports for Exams/Surveys

Blackboard maintains a "gradebook" and can generate a variety of reports for exams. Respondus enhances these capabilities by retrieving reports from multiple locations in Blackboard and consolidating them into a single page. Reports based on multiple exams can also be combined into a single report. Since reports are automatically saved to the user's hard drive, it is possible to view the gradebook and reports offline, or to archive the reports at the conclusion of a course.

To retrieve the gradebook or reports using Respondus, go to the *Retrieval and Reports* menu and select the *Retrieve Reports* tab. The first several steps are similar to those used for publishing an exam to Blackboard (see the earlier discussion for a detailed explanation). The first step is to select the Blackboard course. The next step is to select the assessment(s) on which the report will be based.

Three different elements can be included in a report. The first checkbox allows the retrieval of the entire gradebook for the course. The second checkbox will retrieve the student scores for each assessment that was selected. The third checkbox allows the retrieval of summary statistics for each question in the assessment. Finally, if multiple assessments were selected in the list above, it is possible to have all the reports combined into one file, or have each report saved as a unique file.

Retrieving an Exam or Question Pool from Blackboard

Respondus allows the retrieval of exams, surveys, and question pools from a Blackboard course. To begin, go to the *Retrieval and Reports* menu in Respondus and select *Retrieve Questions*. The first couple of steps to retrieving an exam or pool are identical to those used for publishing one to Blackboard (see the earlier discussion for a detailed explanation). First, select the Blackboard course. Second, select the appropriate button for retrieving an exam, survey or pool." Third, select the specific file you want to retrieve from the pull-down list. Finally, enter a name for the new Respondus file you are creating.

Once all selections have been made, click the **[Retrieve]** button. The retrieval process will take between 15 seconds and several minutes, depending on several factors: the speed of your connection, the load on the server, the size of the multimedia elements that are being retrieved, and so forth. You will know that the retrieval is successful by the statement "**Successfully completed**" that appears in the *status* box.

When a file is being retrieved, Respondus will detect if multimedia objects are associated with it and will automatically download these objects if they are stored with your Blackboard course. (Respondus does NOT attempt to download multimedia elements if they are stored on a different server.) If multimedia objects are retrieved with a file, Respondus will automatically update the HTML links in questions that point to these objects. This makes the multimedia elements work properly when the file is published again to Blackboard.

If you created and uploaded math symbols or equations to Blackboard using Respondus, when these symbols are retrieved from Blackboard they will be treated from that point forwarded as images, not equations. This means that if you want to use Respondus to modify an equation that was retrieved from Blackboard, you will first need to delete the equation graphic using the "Insert Picture or File" option (see above discussion) and then use the Equation Editor to create the new equation. Hence, it is usually better to start with your original Respondus file since it permits you to edit the equation directly. Also, if you are providing a colleague an exam that contains equations, it is best to send that file in the original Respondus format so the person can edit the equations more easily.

VII. Other Tools & Features

Overview

There are several additional tools in Respondus that offer a range of functions. Each of these is discussed below.

Save As Copy

The "Save As Copy" tool is located on the *File* pull-down menu. Use this task to create a copy of the currently open file, or to save the file to an earlier version of Respondus.

Preferences

A "preferences" option is located on the File menu bar, contains three tabs: *General*, *Edit & Publish*, and *Conversions*.

The top section of the *General* preferences allows you to prevent Respondus from automatically checking for updates to the Respondus software. (The checking occurs whenever an exam is published from Respondus to an online course.) Directly beneath this is a list of course management systems. If you only want to be informed of updates that relate to specific course management systems, unselect those systems for which you are not interested. The final option on the *General* tab allows the current description of the Respondus file to be edited.

The *Edit and Publish* preferences provide a variety of options:

- The ability to discard font changes when copying and pasting from another program
- The ability to change the default point value for new questions that are created or imported
- The ability to prevent the "ALT text" window (for entering text for screen readers) from appearing each time an image is added to an exam

- The scaling percentage that should be used for equations that are published to the online course

The third preference tab, *Conversions*, allows the settings to be determined for files that are converted from one CMS personality to another. If you do not want to be asked each time how certain issues should be handled for the file conversion, then select the settings that you prefer.

Question Title Tool
There are many situations when it is desirable to rename all the titles in the Respondus file to provide a consistent look or numbering sequence. For example, if you copy questions from many different files, import additional questions to that file, and then create some questions directly within Respondus, you may end up with a haphazard list of titles.

The *Question Title Tool*, located under *File* on the menu bar, lets you specify a "stem" (or string of text) that all question titles will start with. The stem text will then be followed by consecutive numbering that begins with 1 (or 01, or 001, etc.). For example, if you enter "Chapter1-" as the stem text, and then select "001" as the format for the numbering scheme, the title for the first question will be changed to Chapter1-001, the title for the second question will be changed to Chapter1-002, and so on. If you specify a range of questions for the titles being changed, you can provide even more specific titles throughout your file. For instance, questions 1-20 might use the stem "Ch1-Unit1-" and questions 21-30 might use the stem "Ch1-Unit2-" and so forth.

Check for Update
The "Check for Update" tool, located on the *Help* menu bar, provides an easy way to see if an update is available for Respondus. When Respondus is used to publish an exam, it will automatically check to see if an update is available for the Respondus software (this check will occur only once in a 24-hour period). *No information about your computer hardware and software is collected by Respondus, Inc. during this process.* Instead, the Respondus software *retrieves* information from Respondus.com and will display a message if an update is available. You will then have the choice of upgrading to the latest version of the software.

To manually check for a software update, select the "Check for Update" option from the *Help* pull-down menu (you will need a live Internet connection). Respondus will instantly return a message indicating whether an upgrade is available. If an upgrade to Respondus is available, you can let Respondus download the required file(s) automatically and update the software for you. This is the easiest way to apply a patch or upgrade.

If you prefer that Respondus does not automatically check for an update during the publishing step, go to the File menu, select Preferences, and unselect the appropriate checkbox under the *General* tab.